

CONSUMER FINANCE

Service Operations

**Modernize business operations
& improve customer experiences**

Finance institutions and organizations nowadays need modernized business operations to be agile and flexible to propel stability, to sustain growth, and boost productivity. Digital transformation and building modern business operations must start at the core of operations. Identifying key process issues, to eliminate friction, to amplify transparency, increase collaboration – and do so fast.

Accelerate is an enterprise workflow automation platform that brings a swift, customizable, and affordable solution to digitize and modernize finance institution operations. Enable teams with front to back-end connected processes, to work across silos, and allow easy access to business resources with one system by transforming to modern business operations shape the great experience for consumers and employees to increase efficiency and profitability.

Unlock productivity & expand capacity

Financial institutions can service financial customers efficiently - through using the Accelerate consumer finance solution. These institutions can readily deploy new services and capabilities, centralize customer data, reduce resolution close times and eliminate wasted toggling between email, spreadsheets and systems by using one common interface--across front, middle and back-end processes. With industry standard processes and workflows, Accelerate makes it easy to communicate compliance to regulations while real-time analytics strengthen risk management capabilities. This solution's components equip institutions with the framework for streamlined, connected and agile operations that are needed to deliver the experience today's consumers and employees are looking for.



61%

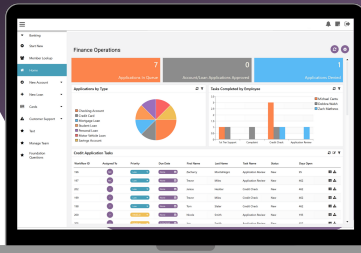
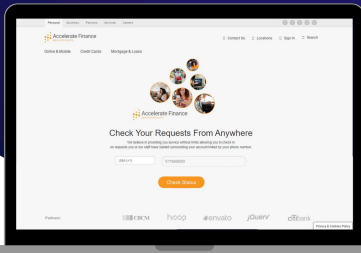
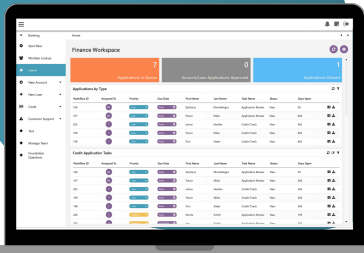
Of consumers state that a negative service experience makes them less likely to spend with that company.

COMPONENTS

Route work effectively & boost productivity with finance workspace.

Drive self-service & process transparency with status checker.

Visually track productivity statuses & resolution close times from one screen.



WORKFORCE MANAGEMENT:

Accelerate Workspace™- Finance

Provides a hub for employees to find, complete & track tasks from one single location.

Accelerate CaseFlow™- Finance

Collates an auditable history of documents, note feeds and inter-system tasks between customers & employees.

Accelerate FlowManager™- Finance

Create & manage custom flow routes for tasks, and service processes with a simple drag- and-drop designer.

Accelerate HistoryLink™- Finance

Personalize customer experience with full visibility into every interaction, process and item status that is tied to any specific customer.

Dynamic Work Assignment

Automatically route work to the best employee based on personalized criteria to effectively balance workloads.

Dynamic Task Assignment

Role-based queues allow easy collaboration between departments to find answers & resolve service issues.

Augmentation Management

Connect, automate and unify service processes across the organization to identify, monitor & track continued improvement.

REPORTS & DASHBOARDS:

Operations Dashboards

KPIs, OKRs & performance metrics in one screen to analyze and track customer service data.

Role-based Dashboards

Increase employee productivity with a consolidated view of customer service performance metrics & data.

Dynamic Reports

Automate generation and distribution of selected productivity, performance or customer reports.

INTELLIGENCE:

Card Services Mechanism

Workflow set to route & manage typical cases & tasks for card requests.

Transaction & Payment Mechanism

Workflow set used to help customers create payment inquiries.

Customer Service Mechanism

Workflow set to route & manage typical cases & tasks for servicing account issues & requests.

Self-Service Mechanism

Integrated web forms & chatbots give instant service access for customers to pinpoint issues, to act, check item status & submit requests.

Self-Service Automation

Automate case creation, tasks & service process alerts to support submission requests from customers across online, mobile & branch locations.

Solution price \$2,500 per/mo.

**Base introductory package & pricing billed annually.*





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